Name:
Michael Schouwstra
IT consultant

Management

Windows engineers

Servicedesk employees

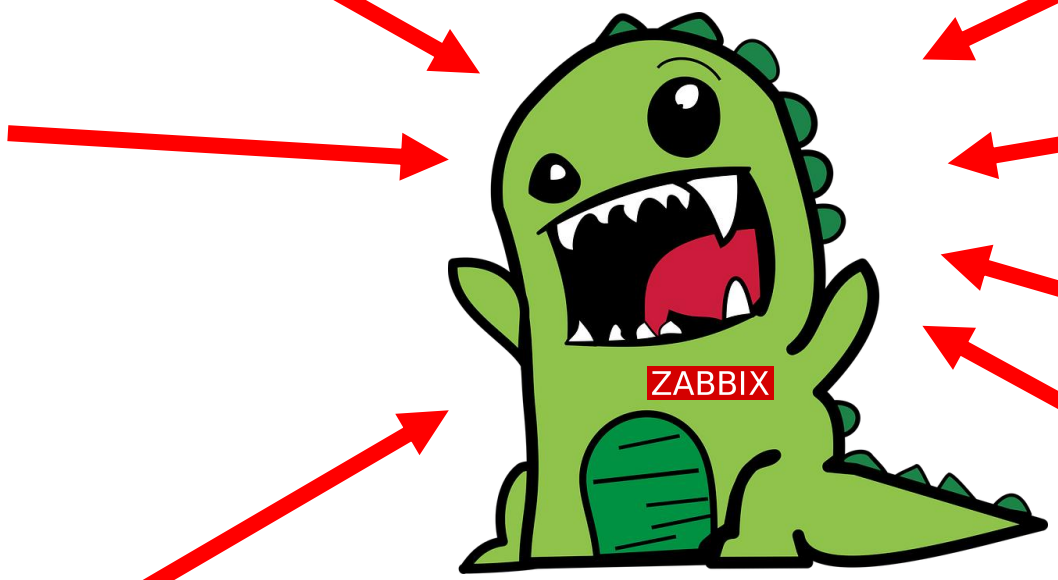
Linux engineers

BI users

Developers

Project leaders

Network engineers



Correct,
that is you!

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Sentences that should ring alarm bells:

I think there is....

How did we not noticed that?

Why is it not?

If there only was a way....

It is not planned yet!

It should be....

Yeah it is, but not tested!

You did it right?

ZABBIX

Wrong way to deal with monitoring

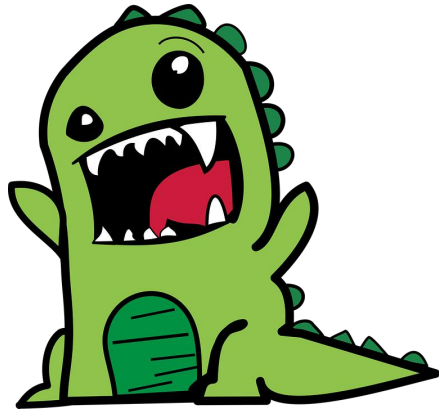
Is the new thing in Zabbix?

You know what I mean!
Is it being monitored?

You know!! You did this like a million times!
Just put it in to Zabbix! You're the expert!
It is very important to me!@!!!

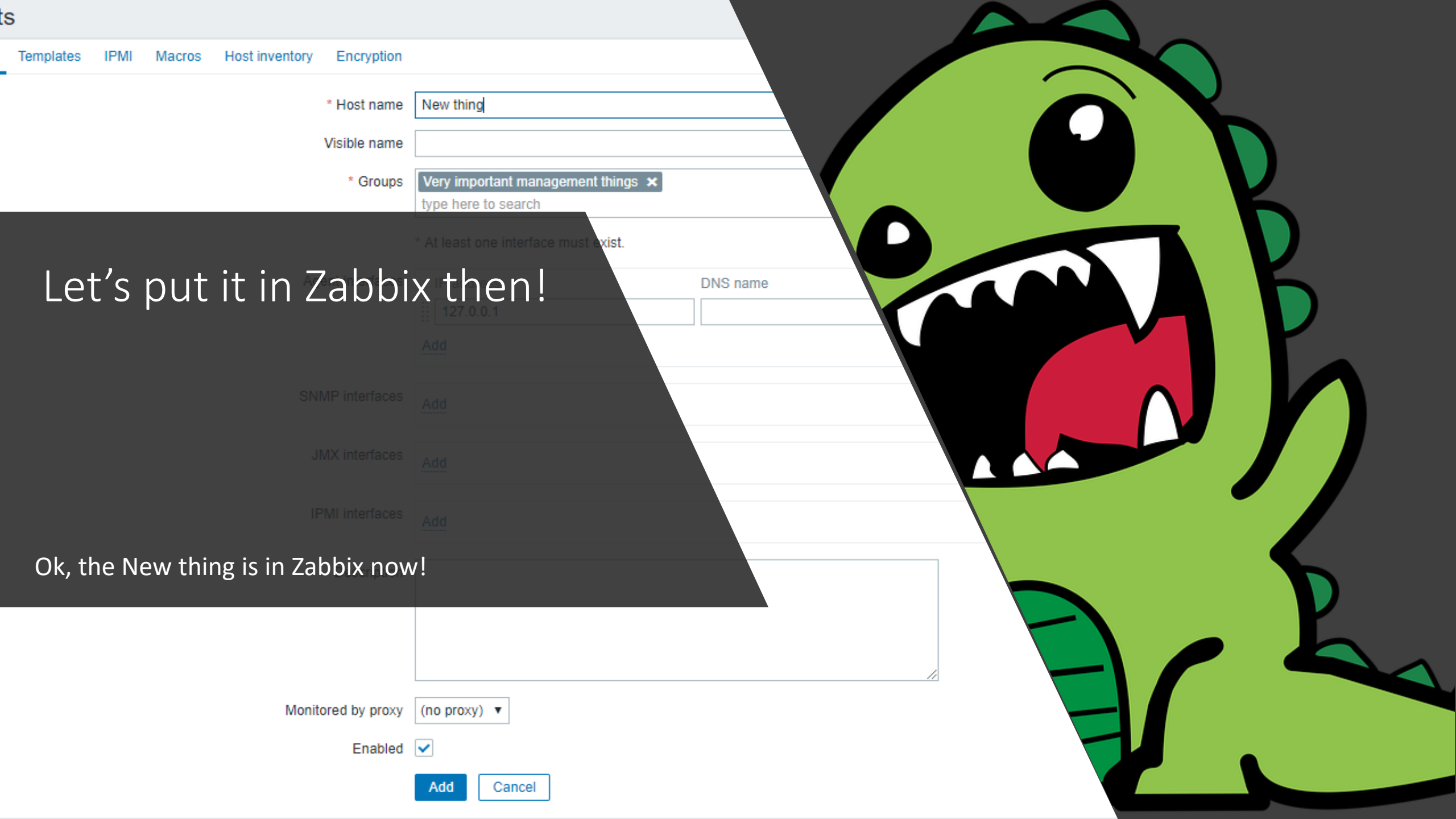
What new thing?

Again, What is this new thing?



Let’s put it in Zabbix then!

Ok, the New thing is in Zabbix now!



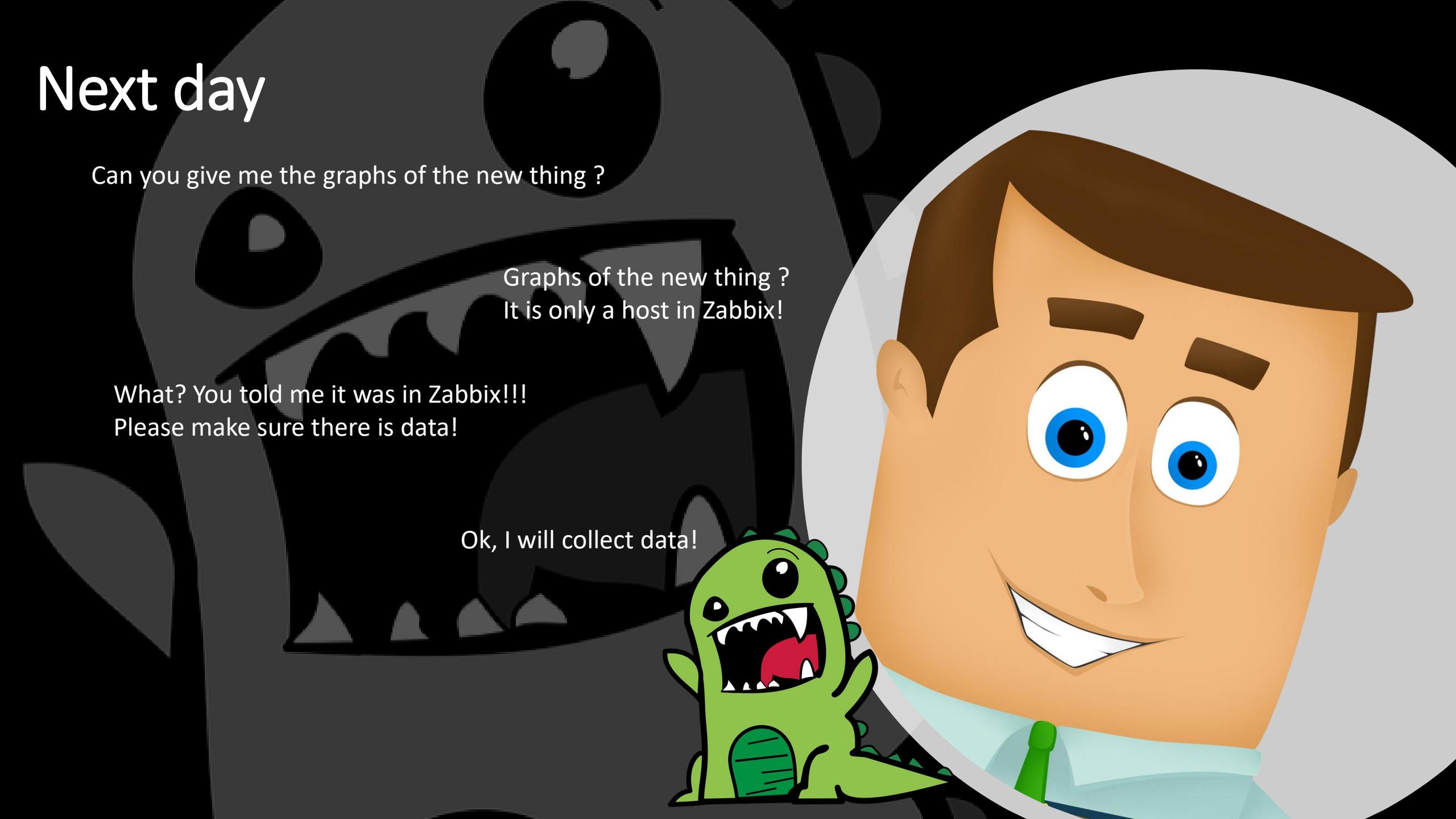
Next day

Can you give me the graphs of the new thing ?

Graphs of the new thing ?
It is only a host in Zabbix!

What? You told me it was in Zabbix!!!
Please make sure there is data!

Ok, I will collect data!



I don’t know what to do……
Well let get some data then:

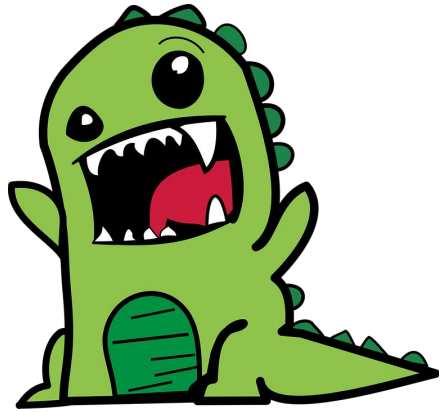
Last check	Last value	Change	
2019-01-24 12:05:06	Data		History

So it is fixed!!! We got data!!!!!

Right way to deal with monitoring

Is the new thing in Zabbix?

Can you help me get into contact with people who technically know what the implementation will be?



Off course, I will get you into contact with them!

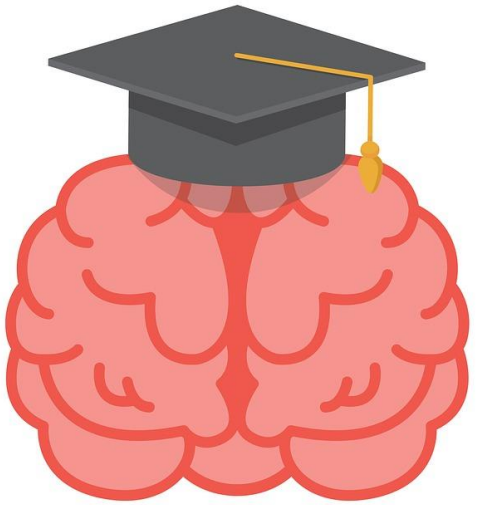
Hey Project team!

We need to put everything we have into Zabbix!!!! Please contact the green dino in order to do so!

Plan meetings! And tolk!@

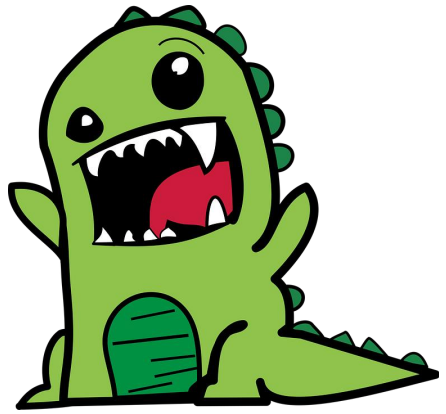
Mindset of the “Zabbix guy”

- Be open to new concepts
- Be eager to learn



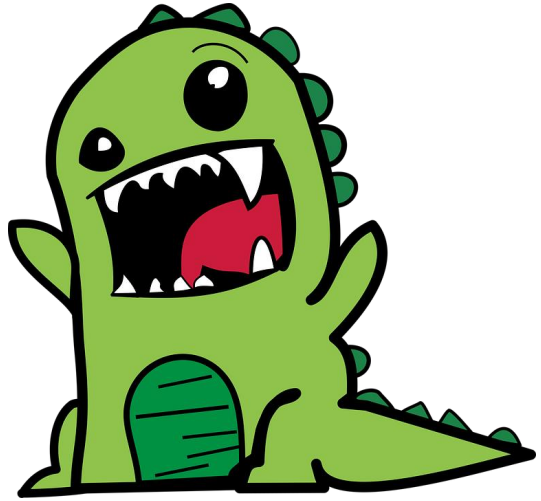
And remember:

- The only stupid question is the one you did not ask!



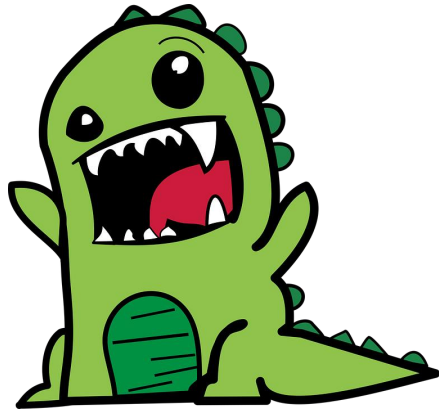
Best practices for the “Zabbix guy”

- Bring coffee and make friends!
  - That’s a lot easier then enemies.
- Have respect for each others knowledge!
  - There is nobody in the world who knows everything.
  - It is not about what you know it is about sharing knowledge.
- Make drawings of the environment
  - This reduces the amount of technical descriptions
- Question the question!
  - Are we asking our self the right question?
  - When answered? is the issues solved or prevented?



Make a drawing of the environment

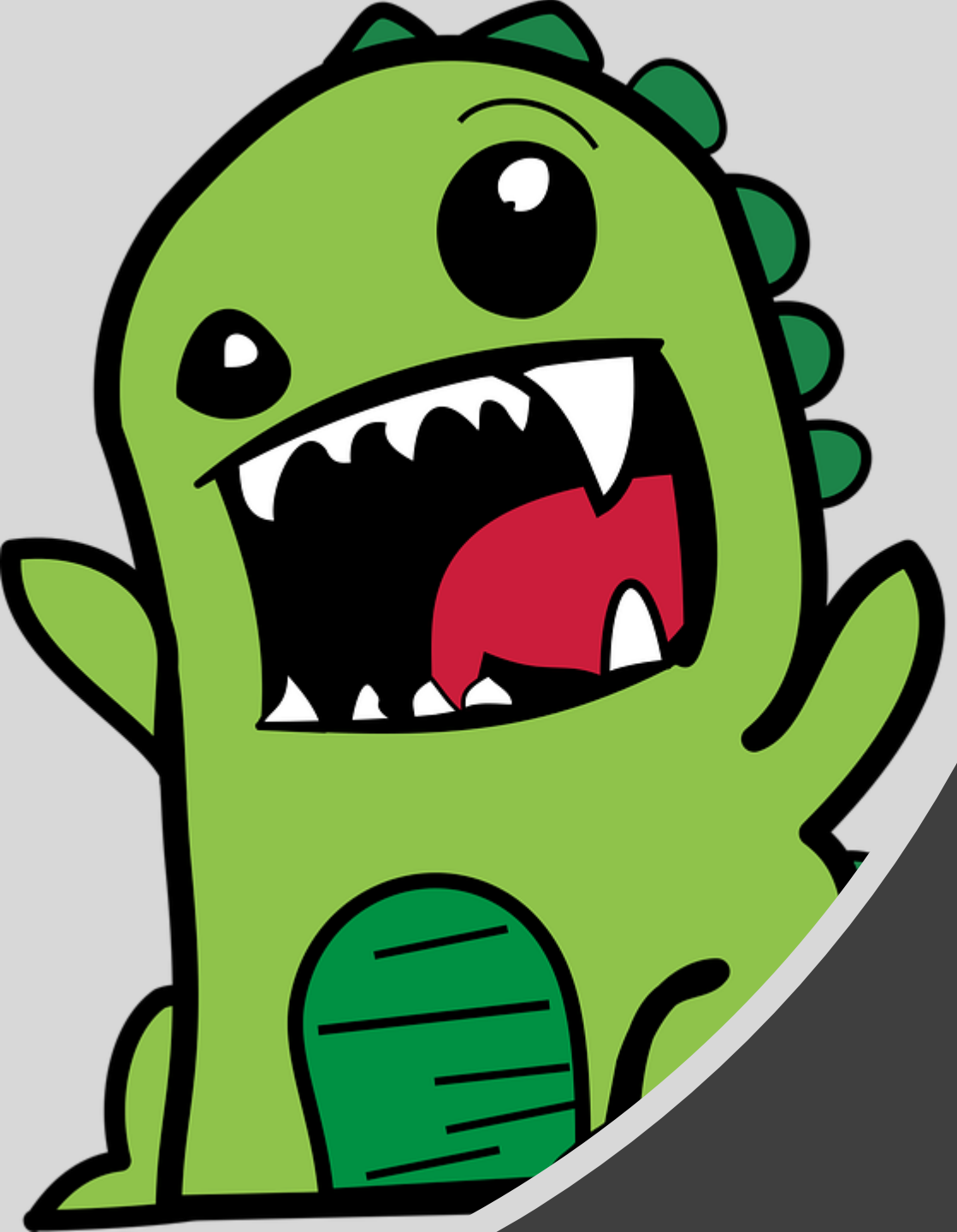
- Much easier for people to understand because it is more graphical.
- Review the drawing in the meeting.
  - Change it according to your colleagues needs!
- Use the drawing to determine what you need to monitor.
  - When debating about the drawing everybody is learning and is thinking about the what if scenarios.



Proof that a drawing works:

Name:	tree
Quantity:	one
Colour:	black
Background:	clouds
Background colour:	purple/yellow

Probably you guys where not thinking of this →



I know what to ask!

Who?
What?
Why?
When?
Where?

Technical talk:

- Be friendly!!!!
- Be honest!!!
- Have a laugh!

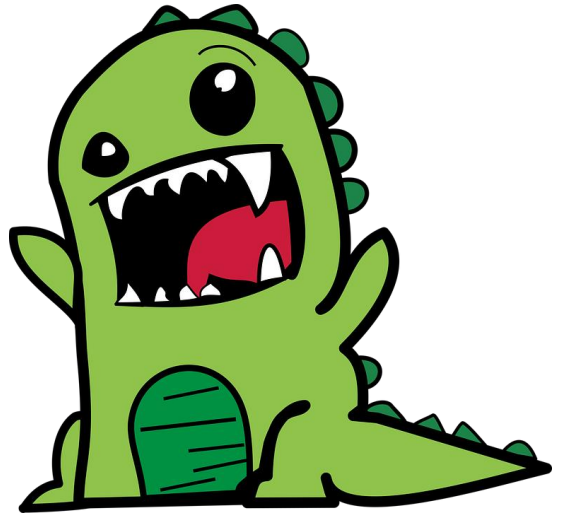
- Write down your goals!

- Make sure everybody is on the same page!!!! And understands what the goals are!
- Keep going until everything is clear!

For reference this is how a confused person looks:

For reference this is how a person that understands looks:

Implement your ideas in Zabbix



- Don’t be afraid to look things up !
  - https://www.zabbix.com/documentation/4.0/manual
- Maybe you are not the first in the world that is building this.
  - https://share.zabbix.com

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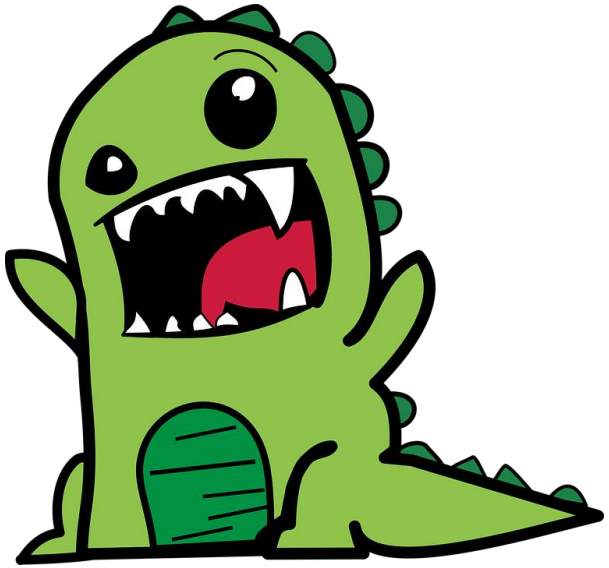
After implementing your solution.

- Plan a meeting
  - Review Zabbix and make sure all goals are met.
  - Perform tests in Zabbix to check if triggers are correct.

ZABBIX

Thanks for your time!

And keep using Zabbix!